WISCONSIN

DEPARTMENT OF WORKFORCE DEVELOPMENT
Division of Workforce Solutions
Bureau of Partner Services

TO: **Economic Support Supervisors**
Economic Support Lead Workers
Training Staff
Child Care Coordinators
W-2 Agencies

FROM: Amy Mendel-Clemens
CARES Call Center
Policy & Systems Communications Section

BPS OPERATIONS MEMO
No.: 02-42
File: 1123
Date: 06/26/2002
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Non W-2 [X] W-2 [X] CC [X]
PRIORITY: Medium

SUBJECT: **Write-Off And Adjustment Procedures And Changes To Benefit Recovery Screens**

CROSS REFERENCE: Operations Memo 99-59

EFFECTIVE DATE: July 1, 2002

PURPOSE

This memo announces changes to the write-off and adjustment procedures, and the corresponding screen changes within the Benefit Recovery Sub-system of CARES.

BACKGROUND

There are circumstances which require an overpayment claim balance to be adjusted or written-off according to department policy. **Claim adjustment** is when a balance still exists, but the balance is recalculated. **Write-off** is a function that reduces a claim to a zero balance.

BENEFIT RECOVERY SCREEN CHANGES, AND PROCEDURAL CHANGES

BVCL- Benefit Recovery Claim

1. An "Adjustment Reason " field has been added. An "X" will be marked in the column *state worker* for the codes that only state workers can enter. New error messages will appear if information is entered incorrectly, or if a worker does not have access.

2. Each individual claim adjustment will be tracked on BVCL. A separate reason code will need to be entered for each adjustment. The codes for adjustment are as follows:

   - Bankruptcy - *BAN*
   - Conversion Adjustment - *CNV* (state worker only)
   - EBT Adjustment - *EBT* (state worker only)
   - Error - *ERR*
   - Fair Hearing - *FH* (state worker only)
   - Less than Dollar - *LTD* (state worker only)
   - New Information - *NEW*
   - Write-off - *WOF*

3. A New "Write-Off Reason" field has been added to capture the reason for the write-off. This field requires an entry if a write-off reason code has been entered for an adjustment. The following reason codes are available when selecting write-off:

   - Bankruptcy - *BAN*
   - Balance Too Small - *BTS*
   - Deceased - *DCE*
   - Error - *ERR*
   - Fair Hearing - *FH* (state worker only)
   - New Information - *NEW*
   - Person Not Liable - *PNL* (state worker only)
   - Uncollectable Due to Age - *UDA* (state worker only)

4. All workers can write-off (zero-out) a claim until the claim is 60 days past the notification date. Once a claim is 60 days past the notification date, only state workers can write-off claims. See Operations Memo 99-59.

5. New error messages will appear if information is entered incorrectly, or if the worker does not have access to a particular field.

6. Screen layout has been modified to include "original claim amount" field. This will reflect the balance of the original claim before any adjustments. This field will be read-only (protected) once the claim has a notification date. Until that time, the original claim amount can be adjusted.

7. Previously, the status of a claim could be Open, Closed, Suspended, or Terminated. Now only "Open" and "Closed" claim status will be allowed.

8. PF Keys have been added for navigation to: BVCD, BVRI, and BVCH.

9. The PF5 key previously was used to add liable individuals to a claim. The screen has been modified to make PF21 the function key to use to add liable individuals.

BVRI-Benefit Recovery Information and Override

1. "Stop Recovery Reason Code", "Stop Recovery Worker ID", and "Stop Recovery Date" fields have been added.

2. If "Stop Recovery" field is populated "Y", a Stop Recovery Reason Code must be entered. The Stop Recovery Reason Codes are:

   - Bankruptcy - *BAN*
   - Conversion - *CNV* (state worker only)
   - Deceased - *DCE*
   - Fair Hearing - *FH* (state worker only)

3. A New error message will appear if information is entered incorrectly, or if the worker does not have access to a particular field.

4. Once the Stop Recovery Field is changed to "N", the Stop Recovery Reason Code will be reset to a blank field.

5. PF functionality has been added for navigation to BVCI, BVCD, BVCL, BVPA, BVPH, BVRH, BVCH, and BVCP.

BVCH-Benefit Recovery Claim Change History

1. "Adjustment Reason Code" and "Write-Off Reason Code" fields have been added.

2. PF functionality has been added for navigation to BVCD,BVCL,BVRI,BVPH, and BVRH.

3. There is no process change for this screen.

BVCD-Benefit Recovery Claim Detail

1. "Total Adjustment Amount" field has been added.

2. PF functionality has been added for navigation to BVRI.

3. There is no process change for this screen.

BVCR-Benefit Recovery Claim Refund Issuance/History

1. PF functionality has been added for navigation to BVCD, and BVRI. PF7 has also been added.

2. There is no process change for this screen.

BVAC-Benefit Recovery Assistance Groups for a Claim

1. The Screen layout has been modified. "Adjusted Claim Amount" field replaces "Claim Balance" field.

2. There is no process change for this screen.

BVPH-Benefit Recovery Payment History

1. The Screen layout has been modified.

2. PF functionality has been added for navigation to BVCD,BVCL,BVRI,BVRH, and BVCH.

3. There is no process change for this screen.

BVRH-Benefit Recovery Recoupment History

1. The screen layout has been modified.

2. PF functionality has been added for navigation to BVCD,BVCL,BVRI,BVPH,and BVCH.

3. There is no process change for this screen.

CONTACT

DWS CARES Information & Problem Resolution Center

> Email: carpolcc@dwd.state.wi.us
> Telephone: (608) 261-6317 (Option #1)
> Fax: (608) 266-8358

   Note: Email contacts are preferred. Thank you.

DWD/DWS/ONSPI/FS